

Cross Deep Surgery
Patient Participation Group
Monday 11th June 2018 @ 6pm
Venue: Cross Deep Surgery

MINUTES

Present: Paul Pegden Smith, Denise Carr, Pam Coveney, Roger Williams, Lacy van der Sloot, Rachel O'Donnell

Apologies: Anne Harper, Michael Phelps

1. Welcome

2. Minutes of Last meeting

Approved

3. Matters Arising

Personal Health Budgets Presentation by Roger Williams

Click link to view YouTube Video the group watched during the meeting:

<https://youtu.be/Dc3GTLycZ5k>

Discussions around personal health budgets – Not an area the GPs at Cross Deep are familiar with however suggested an educational session for GPs at Cross Deep would be useful. Only 287 patients in Richmond CCG are on Continuing care therefore are eligible for a personal health budget.

Action: Paul to contact CCG to find out who is responsible for personal health budgets and communicate with the practice.

E Referrals

Lacy gave brief update regarding E-referrals – All outpatient appointment referrals MUST go via Electronic Referral Service (ERS) by October 2018. The practice has struggled to implement this due to the lack of availability of clinics on ERS to book however this appears to be improving slowly. Paul expressed his positive experience with the service.

Lacy and Rachel praised the practice secretaries who are extremely experienced and endeavour to process referrals as quickly and possible ensuring patients are given the most suitable options/appointments.

4. Chair's Report from Richmond PPG Chairs Network.

Teddington Memorial Hospital – Urgent Treatment Centre

From 2nd July, the Walk in Centre at Teddington Memorial Hospital will change to an Urgent Treatment Centre. It will be open 8am-8pm, out of these hours patients are advised to call 111. Bookable and walk-in appointment will be available.

Click Here to View Details:

<http://www.hrch.nhs.uk/our-services/services-directory/services-in-richmond/wic-teddington/>

5. Practice Report

Staffing

Doctors – Dr Elphinstone will be returning to work after maternity leave on Monday 6th August

GP Trainees - Dr Afsheen Panjwally has completed her training with the practice & Dr Jessica Smith will join us in August as Clare Hurlle's Trainee.

Nursing – Our new Practice Nurse, Sita Beharrell, has now started at the practice.

Premises – New Waiting room BP Machine up and running.

Complaints – Flurry of negative Comments on NHS Choices.

Click link to view reviews:

<https://www.nhs.uk/Services/GP/ReviewsAndRatings/DefaultView.aspx?id=35965>

The practice is responding to these and arranging some customer services training to try and improve the feedback we are receiving.

Lacy has said that she would prefer for patients to contact her directly to try and resolve/discuss their complaints rather than posting Anonymous reviews and also to try and encourage positive feedback also as often reviews are don

6. Practice Bulletin

Next due in July 2018 – Summer 2018.

Discussions around a feature on pre-diabetes.

7. Any Other Business

None

8. Date of next meeting

10th September 2018 @ 6pm